

CLAS Survey of Healthcare Professionals

This survey was given to participants of the 2005 Minority Health Conference.
n = 228

1. Title of person filling out survey:

5 Physician	2 Dentist
10 Mental Health Provider	5 Pre-hospital Provider
28 Health Program Manager	44 Public Health, Nursing or Medical Student
40 Public Health Administrator	
1 lawyer	8 medical interpreters
1 congressman	8 medical representatives
4 epidemiologist	16 education specialists
2 dentists	1 pharmacist
4 personal fitness trainer	15 social workers
8 medical interpreters	
24 Unspecified Other	

2. Type of Organization you represent:

73 Government/municipal agency or office
4 County Board of Health
25 Hospital
33 Medical School or School of Nursing, Dentistry, etc.
10 Private Primary Care Provider
51 Public Health Department
2 Indian Health Services
8 Churches/faith-based organizations

3. Are you legally required to provide a professional interpreter for your non-or limited-English speaking clients?

82 Yes	73 No
30 Unsure	21 Depends upon circumstances

4. Does your organization currently offer medical interpretation and translation services?

133 Yes (answer questions 5, 6, & 7)
57 No (skip questions 5, 6, & 7)

5. What medical interpretation and translation services does your organization currently offer? Check all that apply:

- 69 Bilingual or multi-lingual signage in reception area
- 70 Bilingual or multi-lingual non medical staff, such as receptionist
- 69 Bilingual or multi-lingual *medical* staff 44 Full-time 25+ Part-time
- 39 Bilingual or multi-lingual contract *medical* staff
- 43 Patients or clients use family members and friends for translation
- 62 Use of certified medical translation service via telephone

6. Do you think the translation or interpretative services you currently use adequately address the needs of your clients/patients?

76 Yes 47 No

Comments:

There is no urgency to make sure that patients are fully informed
I'm angry that the patients can't speak English
Cost is used as a reason to not provide translation
Not enough on CLAS

7. If you provide medical diagnosis and medical instruction for your non-English speaking clients in their native language, what languages are spoken by your non-English speaking clients/patients?

German, Kurdish, Sudanese, Sign, Lakota, Croatian, French, Nuer, Mai Mai, Farsi, Laotian, Bosnian, Bomali, Spanish, Arabic, Vietnamese, Russian, Somali

8. What are the most significant barriers to improving communication with non- or limited-English speaking clients?

- 33 Lack of Time
- 57 Cost
- 85 Lack of Medically Trained Interpreters and Translators
- 30 Limited Awareness/Knowledge of CLAS issues and implications
- 8 Other

Comments:

Lack of people who can speak other languages
Attitude of providers
Unwillingness to acknowledge the need
Lack of interest, in caring

9. Are you familiar with the CLAS standards? 72 Yes 92 No

NEBRASKA HEALTH AND HUMAN SERVICES SYSTEM

